



Commander, Navy Installations
Base Operating Support

ACTIVITY-BASED COSTING

DATA COLLECTION TOOL (DCT)

Part VI
ACTIVITY-CUSTOMER USERS GUIDE

Version 1.0

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ACTIVITY-CUSTOMER ASSIGNMENTS

PURPOSE

- 1.1. The purpose of the Activity-Customer Assignment data collection is to select the customers served by each activity. Each activity is “owned” by an organization. Activity owners are responsible for selecting all customers (both external and internal) for that activity. Activity owners do not need to enter the activity driver (metrics) information. Driver quantities should appear after selecting customers, since this data is input as part of the Activity *Driver Quantity* Data collection (see ABC User Guide for Driver Quantity).
- 1.2. If users are performing this data collection immediately following another data entry within the DCT, they do not need to log out. Instead they may click on **Assignment** and then **Activity-Customer** (A) on the DCT menu located on the left-hand side of the screen. A →
- 1.3. Only those personnel who have been given access to this data collection will see these additional menu items on the DCT. Designated personnel have been identified by program managers to make the **Activity-Customer** assignments in the DCT. The ABC Project Team will contact personnel who are required to complete this assignment initially. Subsequent updates will be performed as customer requirements for services change.



ACTIVITY-CUSTOMER DATA COLLECTION

- 2.1 When a user performs the Activity-Customer data collection, a screen similar to the one that follows will appear:

Activity - Customer Assignment i

B → **Activity:** DG.01.2.1.1.8 - Provide Docking Services **Period:**
Feb-2003

Submitted on: Oct 13, 2003 **Driver:** # of Berth Days

Selected Customers	Assignments
C1.1.1 - USS KITTY HAWK	25
C1.1.13 - USS PATRIOT	0
C1.1.5 - USS O'BRIEN	10
C1.1.9 - USS CURTIS WILBUR	21
C1.3.1 - VISTING US SHIPS	54
SUM:	110

- 2.2 The DCT has been coded so that only the activities that users are responsible for assigning (i.e., those activities assigned to their org code) appear when they access this data collection. To view customer lists associated with each activity, select the activity using the pull-down menu (B) and a list of customers will appear below. Note: only activities that use **shared** drivers will appear in the pull-down menu. Activities that use **unique** drivers are already assigned to customers in the *Activity Driver Quantity* module.

A **shared** driver, as shown above (“# of Berth Days”), requires driver quantity input that is not dependent on any particular activity. For example, the number of days a ship is berthed in Coronado does not vary based on the activities that serve that ship.

A **unique** driver, however is specific to an activity at a particular location as shown below:

Name: J Supervisor1 Organization: Nabc Period: Oct-2002
 Activity Driver:
 # of Labor Hours - VC.03.1.5.7.1.1- Maintain Firefighting Equipment

The driver **# of Labor Hours** is more broad and can be used to measure the frequency or intensity of numerous activities. Therefore, an activity is attached to the driver name to make it **unique** (“Maintain Firefighting Equipment” in the above example).

- 2.3 If customer assignments have been made outside the DCT (via spreadsheets by the ABC Core Team) and uploaded to the DCT, the user should only validate the assignment when changes are required. To validate assignment, select an activity from the drop-down box and click the **Validate Assignments** button. Note: Validations must be made for each activity in the drop-down box. The user can also deselect customers if necessary.
- 2.4 If no customers have been pre-loaded or assigned to an activity, a screen similar to the one that follows will appear. The activities appear in the pull-down box (C).

Activity - Customer Assignment

Select/Deselect Customers Search Customers Validate Assignments

Activity: DG.03.4.1.4.1.1 - Provide Military Legal Services Period: Feb-2003

Driver: # of Legal Requests

Selected Customers	Assignments
There are no customers assigned. Please select customers.	
SUM:	0

- 2.5 Select the Customers by clicking the **Select/Deselect Customers** button (D). Then choose the *Customer Type* (E) from the pull-down menu. The choices are:
- Internal** Customers; or
 - External** Customers.

Activity : DG.03.4.1.4.1.1 - Provide Military Legal Services

Select Customers

Step 1: Select the Customer from the drop down. **Step 2:** Please select/deselect the Customers from the list below. **Step 3:** Click on 'Submit Selection' button to save your entries.

Reset Selection Search Customer Submit Selection

Customer Type

Please Select Customer Type
Please Select Customer Type
C1 - EXTERNAL CUSTOMERS
C2 - INTERNAL CUSTOMERS

← E

2.6 Select a Base from Location drop-down menu

ActivityDriver : # of Base Events-OK

Select Customers

Step 1: Select the Customer from the drop down. **Step 2:** Please select/deselect the Customers from the list below. **Step 3:** Click on 'Submit Selection' button to save your entries.

Reset Selection Search Customer Submit Selection

Customer Type

C2-INTERNAL CUSTOMERS

Location

Please Select a Command
Please Select a Command
Okinawa
Sasebo
Atsugi
Misawa

INTERNAL AND EXTERNAL CUSTOMERS

Many Base Operating Support (BOS) activities are performed to support personnel performing other BOS activities within the Region, for example, management, HR, finance, etc. If the activity is being performed for the Region, then select Internal Customers. When Internal Customers have been selected, the user needs to determine for what program the activity was performed. If the activity is being performed for another Command that does not belong to the Region, select External Customers (see below). Some activities may have a mixture of customers, for example, Provide Clinical Counseling Services may have internal customers as well as external customers such as shipboard personnel. If the activity is performed for a ship, submarine, or another command or tenants that don't solely report to the Region (USS Kitty Hawk, FISC, PWC, etc.), then select External Customers. A list of external customers will then appear.

The set of external customers is broken into subsets. The choices are:

- Home Ported Ships;
- Home Ported Submarines;
- Visiting/Other Ships and Submarines (e.g., Military or Non-Military);

- d. Home Ported Squadrons;
- e. Other Aircraft (e.g., Military or Non-Military);
- f. Tenant Commands;
- g. Non-Tenant Customers (e.g., Military, Non-Military, Personnel);
- h. Events (e.g., July 4th, Thanksgiving, New Years Day).

- 3.1 Under each of the customer types, a more detailed list of customers appears.. Select the desired customers (**H**) and click on **Submit Selection** (**I**).

ActivityDriver : # of Base Events-OK

Select Customers

Step 1: Select the Customer from the drop down. **Step 2:** Please select/deselect the Customers from the list below. **Step 3:** Click on 'Submit Selection' button to save your entries.

Customer Type C2-INTERNAL CUSTOMERS

Location Okinawa

<input type="checkbox"/> Select	Customer Code	Customer Name
	<u>C2</u> <input type="checkbox"/> Select	C2-INTERNAL CUSTOMERS
Top	<u>C2.5</u> <input type="checkbox"/> Select	C2.5 - FLTACT OKINAWA
H → <input type="checkbox"/>	<u>C2.5.1</u>	C2.5.1 - Air Operations
<input type="checkbox"/>	<u>C2.5.2</u>	C2.5.2 - Audits / Reviews / Evaluations
<input type="checkbox"/>	<u>C2.5.3</u>	C2.5.3 - Bachelor Quarters
<input type="checkbox"/>	<u>C2.5.6</u>	C2.5.6 - Command Administration & Services
<input type="checkbox"/>	<u>C2.5.9</u>	C2.5.9 - Facilities
<input type="checkbox"/>	<u>C2.5.11</u>	C2.5.11 - Financial Management
<input type="checkbox"/>	<u>C2.5.15</u>	C2.5.15 - Information Technology Support
<input type="checkbox"/>	<u>C2.5.16</u>	C2.5.16 - Legal
<input type="checkbox"/>	<u>C2.5.17</u>	C2.5.17 - MWR

- 3.2 Once the user has finished associating customers with the activity, the next step is to validate the assignments (driver quantities). Check the date on which the driver quantity assignment was last submitted. Contact the person whose name is listed if the driver quantities appear incorrect or outdated (**J**). Additionally, if an “N/A” appears for a customer (**K**) assignment, a driver quantity has not been entered for that particular customer. Contact the person whose name is listed (the keeper of the metric or driver quantity) or select a customer for which a quantity has been assigned.

Activity - Customer Assignment

Step 1: Select an Activity. **Step 2:** Click on 'Select/Deselect Customers' to change Customers. **Step 3:** Verify Activity Driver. **Step 4:** Verify assignments for each customer. **Step 5:** Click on 'Validate Assignments'.

L ←

Name: Amol Bankar **Organization:** Nabc **Period:** Feb-2003

M → **Activity:** AB.03.4.3.1.1- Provide Internet and Intranet Services

J → **Activity Driver:** # of Total Personnel on Board **Driver Quantity Assignment submitted by:** Eleanor Vann on Mar 21, 2003

Selected Customers	Assignments
C2.24.1 - Base CO and Staff (Amphibious Base)	N/A
C2.24.10 - Family Housing (Amphibious Base)	64
C2.24.2 - Administration (Amphibious Base)	N/A
C2.24.3 - Family Services (Amphibious Base)	N/A
C2.24.4 - Federal Fire (Amphibious Base)	8
C2.24.5 - Food Services/Galley (Amphibious Base)	44
C2.24.6 - Information Technology (Amphibious Base)	N/A
C2.24.7 - Morale, Welfare and Recreation (MWR) (Amphibious Base)	48
C2.24.8 - Religious Services (Amphibious Base)	1
C2.24.9 - Logistics (Amphibious Base)	1
SUM:	166

K ←

- 3.3 The final step is to click on **Validate Assignments** (**L**). A receipt page showing the activity, customers, driver name, and driver quantities will appear. This receipt can be printed out if desired.
- 3.4 To assign additional activities to customers, select activities from the drop-down menu (**M**) and follow the same process until all activities have been assigned to customers.
- 3.5 To exit this data collection, click **Logout** on the left navigation bar.